

# Competency Assessment

Revised: 11/18/2003

Name:

Position/Grade:

EOD:

Date	Training Method	Assessment Method	Verification Level
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## INITIAL ORIENTATION (New Employees)

1. Date attended new employee orientation	xxxxxxx	xxxxxxxxxx	xxxxxxx
2. Date completed departmental orientation	xxxxxxx	xxxxxxxxxx	xxxxxxx
3. On the job orientation and training			
4. Evaluate and establish initial competencies			

## CLINICAL CENTER COMPETENCIES (All employees)

### 1. Safety and Emergency Preparedness

Engages in proper safety, emergency preparedness, infection control practices.

#### Behavioral Indicators:

a) Safety and Emergency Preparedness: Demonstrates and/or describes how to respond to an emergency involving a life threatening medical condition, security incident, failure of a critical building utility, fire or other hazardous materials incident. Procedures outlined in the Emergency Handbook

a.			
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b) Infection Control: Demonstrates and/or describes proper universal precautions and appropriate measures for preventing the spread of infection.

b.			
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### 2. Diversity Appreciation and Communication

Effectively communicates and interacts with patients, their families, and other external and internal customers (including fellow employees) from diverse backgrounds.

#### Behavioral Indicators:

Listens to others, asks for clarification when needed, and expresses one's own point of view in an objective and issue oriented manner; is alert for and challenges inappropriate or offensive behaviors; encourages diverse opinions and ideas when engaged in work projects or hospital activities; utilizes translation services when needed; utilizes appropriate hospital services when needed to communicate with employees and patients with speech and hearing disorders.

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### 3. Quality Improvement

Provides quality service in all endeavors by supporting initiatives designed to improve individual and organizational performance.

#### Behavioral Indicators:

Understands, verbalizes and participates in the quality improvement process; demonstrates knowledge of the Clinical Center's mission, vision and values.

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#### 4. Customer Service

Anticipates, assesses, and responds effectively to the needs of diverse customers both internal and external, making excellent customer service the first priority.

##### **Behavioral Indicators:**

Promotes courtesy to customers through the use of verbal amenities; promptly answers telephone with identification of self and service; demonstrates active listening by acknowledging and clarifying verbal messages to ensure mutual understanding; seeks information to better understand customer needs and requests; proactively keeps customers informed by giving timely and appropriate feedback; assesses problem situations and initiates effective service interventions that result in customer satisfaction (i.e. informs patients about delays); diffuses sensitive or difficult customer situations and creates a climate for mutual problem-solving; explores ways of accommodating different customer requests, cultural practices, and age progression in order to provide sensitive customer service; demonstrates through daily interactions that all individuals in the CC are our customers; coordinates role with staff in other departments in order to effectively meet customer service needs.

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Training Method	Assessment Method	Verification Level Codes
C=Course/class/in-service M=Mandatory review P=Policy/Procedure AV=Audio/Visual DOC=Manual/Written Material S=Supervisory Instruction/Review O=Other	OB=Observation D=Demonstration V=Verbalization T=Test/Quiz DR=Documentation Review O=Other	S=Satisfactorily meets N=Needs improvement